



**Job Profile**

<b>JOB TITLE:</b> Evaluation Manager	<b>REPORTS TO:</b> Head of Data and Business Insights
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**JOB PURPOSE:**  
GamCare will be providing the National System Coordinator function for the National Gambling Treatment System (NGTS) from April 2023.

The NGTS function will.

- Mobilise and support the transformation of the NGTS
- Ensure continuous improvement of service delivery and outcomes for service users, through the implementation and monitoring of robust governance and knowledge management processes
- Increase geographical footprint of services delivery
- Ensure effective coordination between national and regional providers with strategic oversight of the operational issues

The Evaluation Manager will put evaluation for learning and improvement at the heart of decision making. You will be a key figure in the Data and Insights team. You will help NGTS providers and GamCare teams build a deep understanding of evaluation practices so they can design and deliver the services that their users need. The Evaluation Manager will support the delivery of an evidence-based approach to identifying, recognising, and understanding future challenges, ensuring the entire organisation is aligned to delivering our purpose and values.

- DIMENSIONS:**
- Direct Reports: n/a
  - Budgets managed: n/a
  - Financial targets: n/a
  - KPIs – will be in line with GamCare strategic business objectives, GambleAware contract KPIs and legislation requirements

- INTERNAL AND EXTERNAL CONTACTS:**
- Internal**
- Operates as part of the Quality and Innovation Directorate
  - Work closely with Gamcare Systems colleagues and GamCare Data and Insights colleagues
  - Work across and in conjunction with all GamCare directorates to advise on evaluation in line with Business Objectives
- External**
- Work with NGTS providers to ensure that evaluation is embed in their practices.
  - Support external stakeholders with evaluation.
  - Lead and support evaluation opportunities that support GamCare business objectives

**OVERALL ACCOUNTABILITIES:**

- Working with NGTS providers, GamCare User Researcher, Data Analysts, Knowledge Manager and Service and Digital managers to develop and advocate appropriate evaluation strategies, methodologies, and tools.
- Designing and delivering multiple evaluation and projects to support policy makers, commissioners, and practitioners to make decisions grounded in high quality evaluation evidence.
- Acting as the subject expert for evaluation to ensure quality of evaluation, and drive improvements in practice.
- Managing the GamCare's evaluation process from recruiting participants, designing approaches, developing measurement instruments, analysis and presenting results.
- Leading colleagues to analyse evaluation data and synthesise findings so that evaluation findings are shareable and traceable.
- Supporting on the production of high-quality evaluation reports, interpreting often complex evidence in a way that is accessible to a wide range of audiences.
- Supporting the design of toolkits and other dissemination products which key stakeholders can engage with and use to drive change in the way they design and deliver services.
- Proactively engage with colleagues across NGTS to ensure that our policy, practice and promotion activity is underpinned by robust evidence and achieves impact.
- Develop and maintain effective relationships and networks – including NGTS providers, GamCare colleagues, and external stakeholders.
- Support the development and training of the wider team to evaluation methodologies
- Support the commissioning and management of external and independent evaluators.

**Person Specification – Essential Criteria****Qualifications/ Knowledge**

- Demonstrable experience in this area
- Professional qualification – Degree in relevant fields with emphasis on mixed methods.
- Evidence of CPD Training/Qualifications

**Experience**

- Demonstrable knowledge, experience in and passion for evaluation practices for learning and continuous improvement.
- Proven experience of producing evaluation evidence for digital and non-digital services, especially those that work with users from diverse groups.
- Proven experience of designing, facilitating and analysing a wide range of qualitative and quantitative evaluation methods.
- Strong understanding of strengths and limitations of different evaluation methods.
- Proven experience of presenting evaluation findings in a wide variety of formats and contexts.

- Proven experience introducing and establishing evaluation practices in an organisation.

**Additional Criteria:**

**Skills**

- Ability of working with people from diverse backgrounds in a confident manner.
- Ability to work competently and collaboratively as part of the Data & Insights Team.
- Being self-motivated and highly organised.
- Analytical mind and business acumen
- Excellent organisational skills and being deadline oriented.
- Self-motivation and management of numerous work streams
- Personal resilience in handling a demanding workload with competing priorities
- Ability to maintain confidentiality of all data and information
- Problem-solving aptitude
- Effective communication (written and verbal) and interpersonal skills

**Circumstances**

- Flexibility in working hours and location, as per contract of employment.
- Able to attend meetings and events outside of normal working hours if required OR able to travel to a number of locations and to attend meetings outside normal working hours].

**To be noted:** This job description will be reviewed regularly. Any changes will be discussed with the post holder. This is not an exhaustive list of duties and responsibilities the post holder may be required to undertake other duties which fall within the grade of the job, in discussion with your line manager.